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Attorney Docket No.: 13906-142001 / 2003P00614US01

Mail Stop Patent Application

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Presented for filing is a new patent application claiming priority from a provisional patent application of:

Applicant: JANAKI KUMAR, VENUPRIYA NADELLA, THORSTEN PRICKEN,
JODETTE KRUGER AND BRETT HAMNER

Title: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S
GRAPHICAL DASHBOARD

Enclosed are the following papers, including those required to receive a filing date under 37 CFR §1.53(b):

	<u>Pages</u>
Specification	20
Claims	4
Abstract	1
Declaration	3
Drawing(s)	16

Enclosures:

- New disclosure information, including:
Information Disclosure Statement, 1 page.
PTO-1449, 1 page.
References, 4 items.
- Postcard.

Under 35 USC §119(e)(1), this application claims the benefit of prior U.S. provisional application 60/496,164, filed August 18, 2003.

Basic filing fee	\$770
Total claims in excess of 20 times \$18	\$0
Independent claims in excess of 3 times \$86	\$86
Fee for multiple dependent claims	\$0
Total filing fee:	\$856

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A check for the filing fee is enclosed. Please apply any other required fees or any credits to deposit account 06-1050, referencing the attorney docket number shown above.

If this application is found to be incomplete, or if a telephone conference would otherwise be helpful, please call the undersigned at (612) 335-5070.

Kindly acknowledge receipt of this application by returning the enclosed postcard.

Please direct all correspondence to:

32864

PTO Customer Number

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'R. R. Berdie', written in a cursive style.

Raymond R. Berdie

Reg. No. 50,769

Enclosures

RRB/jyh

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